

**INFORMATION TECHNOLOGY
DESKTOP SUPPORT ASSISTANT
Central Connecticut State University**

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Open To: The Public, State Employees, Agency Employees

Location: Central Connecticut State University

Job Posting No: C14-014

Hours: tbd

Salary: \$40,871 TO \$70,688

Closing Date: October 25, 2013

Central Connecticut State University's Information Technology Department invites applications for a full-time Desktop Support Assistant. The successful candidate will provide Macintosh desktop support to the University including installation, maintenance and repair of computer systems, printers and peripheral equipment. Candidates are expected to be committed to multiculturalism and working with a diverse student body.

Required Qualifications:

- Bachelor's degree in a technical or business related field;
- Two years' experience providing desktop support, diagnosis, and repair, and installation of computers and associated software;
- Experience interacting with computer users while providing excellent customer service skills; and,
- Understanding of help desk/call center procedures and practices.

Preferred Qualifications:

- Apple certifications; and,
- Experience supporting Macintosh desktops and peripherals.

Applications must be received by **October 25, 2013**. For more information and application instructions, go to www.ccsu.edu/jobs.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.